

Crematorium Team Member

JOB SPECIFICATION

1 BROAD PURPOSE OF POSITION

The Crematorium Team Member coordinates and delivers crematorium operations, including pick-ups and deliveries of deceased. The role also delivers effective operation of Adelaide Cemeteries' cremators, processing removal of cremated remains which must be completed in accordance with Adelaide Cemeteries' Safe Operating Procedures.

The Crematorium Team Member also contributes to the overall Evergreen services and hospitality programs by assisting with the presentation, set-up, and delivery of funeral services in our reflection rooms and lounges. This may include cleaning, grounds maintenance and other duties as required.

2 OUR VALUES

Adelaide Cemeteries fulfils a special role within our communities. At our heart, we provide essential services and information to help people navigate one of life's most significant and challenging events, death. Our Organisational Values express what Adelaide Cemeteries stands for, the way we present ourselves and our cemeteries, how we work together, make decisions and most importantly, how we treat our customers. It is important that every Adelaide Cemeteries employee "lives and breathes" our Organisational Values.

Our Values are:

- Courageous:** Say what we believe in and be willing to challenge and be challenged.
- Honest:** Be open, transparent and invite constructive feedback.
- Accountable:** Own our actions.
- Respectful:** Feel empathy, be considerate and willing to help.
- Trusting:** Have confidence in the ability of others.

3 REPORTING/WORKING RELATIONSHIPS

The Crematorium Team Member is accountable to the Crematorium Team Leader. The position has frequent contact with funeral directors, families, members of the public, and other external service providers.

4 KEY RESPONSIBILITIES AND ASSOCIATED ACTIVITIES

4.1 Operations

- 4.1.1 Work effectively with the Crematorium Team Leader to assist in planning and coordinating cremator operations based on the number of transfers, services and cremations programmed for any specific day.
- 4.1.2 Efficient transfer of coffins and caskets from Funeral Directors premises to the Evergreen Crematorium. Ensuring that respectful and professional service is maintained.
- 4.1.3 Receive and process coffins delivered to the crematorium and from the chapels following services.
- 4.1.4 Adhere to correct document checking procedures and escalate any queries to the Team Leader.
- 4.1.5 Ensure that coffins are stored correctly overnight and at weekends.
- 4.1.6 Ensure the safe, efficient, and effective operation of the cremators in line with established safe operating procedures including:
 - (a) Checking nameplate and identification requirements
 - (b) Removal of cremated remains from cremators prior to ash processing
 - (c) Processing and preparation of cremated remains for collection.
- 4.1.7 Prepare sites for placement of ashes, as required
- 4.1.8 Perform retrievals of ashes, as required
- 4.1.9 Attend and facilitation ashes placements as required.
- 4.1.10 Assist in a relieving capacity in other operational positions either on site or at other Adelaide Cemeteries' sites as required.

4.2 Customer Service

- 4.2.1 Establish and maintain effective working relationships with Funeral Directors and customers.

4.3 Cleaning and Maintenance

- 4.3.1 Efficient cleaning of buildings, facilities, and vehicles.
- 4.3.2 General maintenance, rubbish collection and security management of the Evergreen facility.
- 4.3.3 Ensuring the crematorium areas are presented to a high standard, without clutter and unnecessary storage of items that are not frequently used.

4.4 Administration

- 4.4.1 Ensure all necessary permits and related documents are in place prior to any cremation taking place.
- 4.4.2 Accurate data entry and processing of cremation related documentation aligned to procedures.

5 ADDITIONAL ORGANISATIONAL REQUIREMENTS

- 5.1 Commitment to working flexibly with some out of hours work required
- 5.2 Ability to communicate effectively, interact with co-workers, managers, and public.
- 5.3 Will be required to participate in an approved performance management program
- 5.4 Will be required to participate in relevant trainings to satisfy compliance and health and safety requirements
- 5.5 Will be required to submit police history checks
- 5.6 Commitment to the principles and practices of ethical conduct, equity, and respectful behaviour within the workplace
- 5.7 Continuous improvement and quality assurance
- 5.8 High quality, sensitive customer service delivery standards
- 5.9 A flexible approach to the taking of leave is required
- 5.10 The ability to work calmly under pressure.

6 WORK HEALTH SAFETY REQUIREMENTS

- 6.1 Take reasonable care of the health and safety of yourself and others. You must cooperate with Adelaide Cemeteries in their efforts to comply with Work Health & Safety requirements.
- 6.2 You should not undertake any task unless you have been adequately trained and are qualified in accordance with Work Cover and other requirements to undertake the task.
- 6.3 Always ensure that you and your fellow employees utilise safe working procedures and personal protective equipment applicable to the task to be undertaken. This obligation applies to each aspect of work to be carried out by all employees and contractors
- 6.4 Immediately report any condition, which threatens your safety, the safety of a co-worker or member of the public
- 6.5 Where necessary, take immediate corrective action where something poses a threat to health and safety. Further, report and document any corrective action to the appropriate worker to ensure that the situation does not recur.

7 ENVIRONMENTAL REQUIREMENTS

Contribute to the successful implementation of Adelaide Cemeteries' Environmental Management System by complying with Adelaide Cemeteries' environmental policies and obligations to ISO140001 Environmental Management Systems by taking appropriate action in areas such as:

- 7.1 Supporting Adelaide Cemeteries to fulfil its compliance obligations to protect the environment by preventing or mitigating adverse environmental impacts
- 7.2 Have an awareness and understanding of the requirements of the Environmental Management System
- 7.3 Actively participate in environment awareness training
- 7.4 Make suggestions to Top Management or the EMSC regarding opportunities for continual improvement
- 7.5 Demonstrate commitment with respect to the Environmental Management System and all activities associated with the reduction of Adelaide Cemeteries' greenhouse gas emissions, including but not limited to:
- 7.6 Maximising the diversion of waste from landfill from business operations
- 7.7 Encourage the efficient use of water
- 7.8 Consider the lifecycle perspective of an activity, product, or service
- 7.9 Protection of Adelaide Cemeteries environmental assets
- 7.10 Minimise power requirements whenever possible

8 PROCUREMENT

Officers such as administrative staff, team leaders, and senior decision makers with a requirement to procure goods and services, manage contracts and budgets on behalf of Adelaide Cemeteries are required to discharge procurement and contract management duties in accordance with Adelaide Cemeteries' Procurement Framework.

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Employee

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Manager

PERSON SPECIFICATION

QUALIFICATIONS

- **Essential** – Nil
- **Desirable** – Appropriate tertiary qualifications

KNOWLEDGE, SKILLS, AND EXPERIENCE

Essential

- Experience and willingness to operate light commercial vehicles with care and attention.
- Proven experience and ability to perform, process and complete tasks both efficiently and effectively.
- Proven experience in delivery of a high-level customer services provision to members of the public.
- Ability to communicate effectively and interact with co-workers, managers, and the public.
- Ability to work independently to achieve results.
- Experience and efficient use of MS Office Suite.
- Ability to work in an environment dealing directly with the storage, processing and disposal of deceased remains
- Capability to operate crematorium equipment and undertake related physical work.
- Flexibility to relieve and/or assist in other operational positions across sites.
- Understanding of safe working practices.
- Ability to provide on-going Police Checks.
- Drivers licence.

Desirable

- Understanding of the functions and services of the Authority.
- Prior experience working in a crematorium.
- Experience in the operation of machinery or equipment used in grounds development or maintenance.